IDEXX Cornerstone* Guide: IDEXX Canada East/West Reference Laboratory

8.3

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IDEXX Computer Systems
One IDEXX Drive
Westbrook, Maine 04092 USA
idexx.com/cornerstone

Introduction to the IDEXX Canada East/West Reference Laboratory

The purpose of this guide is to assist you in learning key skills and knowledge for IDEXX Canada East/West Reference Laboratory.
Note: If you are located in the US, see *IDEXX Cornerstone* Guide: Reference Laboratory with SmartLink* Technology*.

This guide is best suited to these learners in your practice:

- Technicians
- Practice managers
- Owners/decision-makers

Prerequisites

- The current version of the IDEXX Cornerstone* Practice Management System installed at the practice.
- Knowledge of Basic Cornerstone navigation.
- Access rights with appropriate laboratory security.
- Setup and customization of Reference Laboratory. Consult your lab specialist for configuration setup and work-flow changes. Call 1-800-695-2877 and select Cornerstone, then Cornerstone Lab Support.

Training Content

The guide covers these topics and tasks:

- IDEXX Cornerstone Reference Laboratory Workflow
- Other Tasks
- Support and Troubleshooting Information

Throughout this training, there are references to useful information. These icons will help you identify this information:

Tips enhance the basic information covered in the content.

Notes provide additional information about a step or a procedure.

IDEXX Cornerstone* 8.3 Guide:
IDEXX Canada East/West Reference Laboratory
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Section 1

Reference Laboratory Training

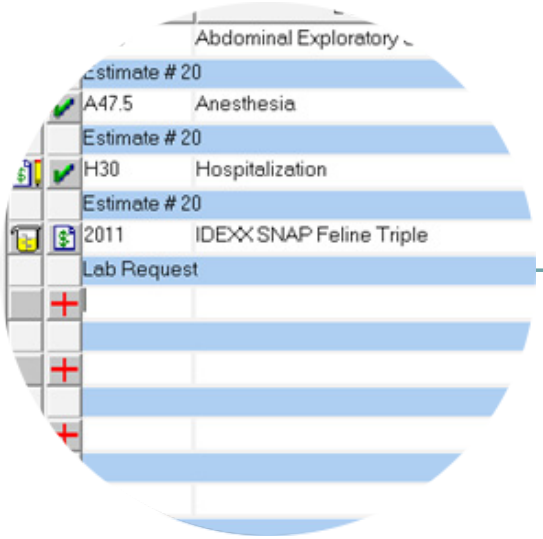
IDEXX Canada East/West Reference Laboratory Work-Flow Overview

By using the IDEXX Reference Laboratory, you will see an increase in productivity, a decrease in missed charges, and a decrease in errors made during keyboard entry and writing of patient information.

Following is an overview of the Reference Laboratory work flow.

- **Step 1:** Add charges to the Patient Visit List.
- **Step 2:** Complete LabREXX* form on IDEXX VetConnect* at vetconnect.ca and print form and label(s).
- **Step 3**: Send the sample to IDEXX Reference Laboratories for analysis.
- **Step 4**: Download results.
- **Step 5:** View results.
- **Other Reference Laboratory Tasks**

Step 1 Add charges to Patient Visit List.

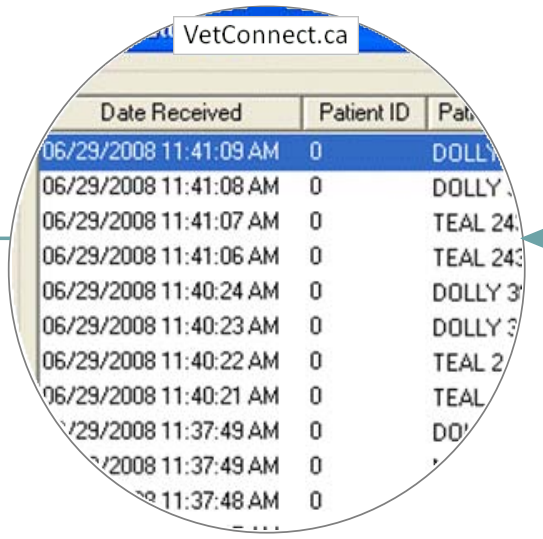


Step 2 Complete LabREXX* form on IDEXX VetConnect* at vetconnect.ca and print form and label(s).

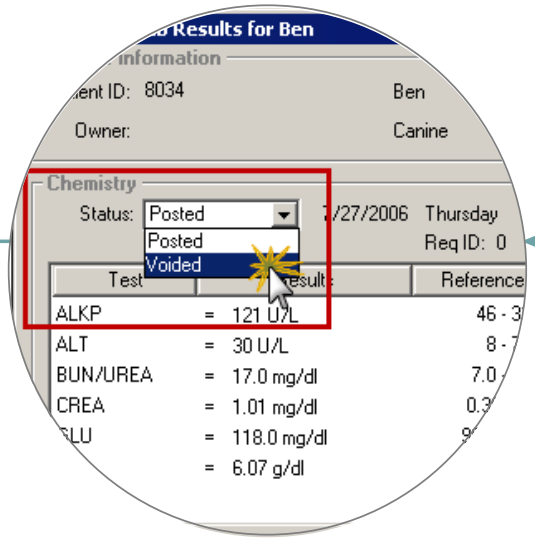
Print and Finalize
Verify the requisition before printing and submitting
Before sending your order to IDEXX Reference Laboratories:
Check the requisition form that appears below
Print a Draft if you need to check a hard copy prior to submitting the inform
Click the Print and Finalize button to send the requisition information to IDEX
Draft: LabREXX Requ
Form

Step 3 Send sample(s) to IDEXX Reference Laboratories for analysis.

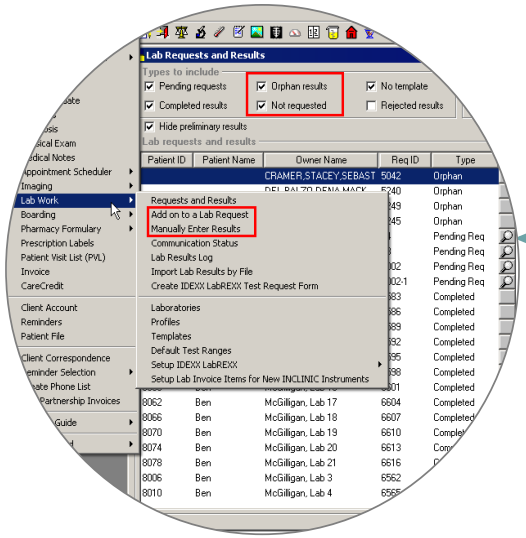
Step 4 Automatically download results.



Step 5 View results.



Other Tasks Create a new profile, manually enter results, add onto a lab request, resolve orphan results, and/or reprint forms or labels.



Step 1: Add Charges to the Patient Visit List

1. On the Patient Visit List window, if the patient's information is not displayed, type the ID in the **Patient ID** box or press F2 to search for the patient.
2. In the next available **Item ID** field, type the invoice item ID or press F2 to search for the item.
3. Complete the remaining fields in the line as needed.
4. If necessary, change the status of the item by clicking the button in the first column of the grid.
5. When finished adding items, click **OK**.

You can also start by adding charges to an estimate or invoice. If you are an existing IDEXX Reference Laboratories user who is familiar with adding charges to an estimate or invoice, you may continue to use this work flow.

Step 2: Print LabREXX* Form from vetconnect.ca

After you add charges to the Patient Visit List, it's time to enter information at vetconnect.ca, print your LabREXX form, and collect your sample.

Print LabREXX form from vetconnect.ca
There are many benefits to producing the LabREXX from vetconnect.ca versus printing a lab request label and placing on a carbon copy of the lab requisition form. Some of the most important benefits are:

- Bar code ensures the right tests are run and prevents human error at the practice and reference laboratory
- Fast and convenient method to run tests using Favorites and Top 20 lists
- Print the newest LabREXX form at any time

Follow these steps to generate the LabREXX form from vetconnect.ca:

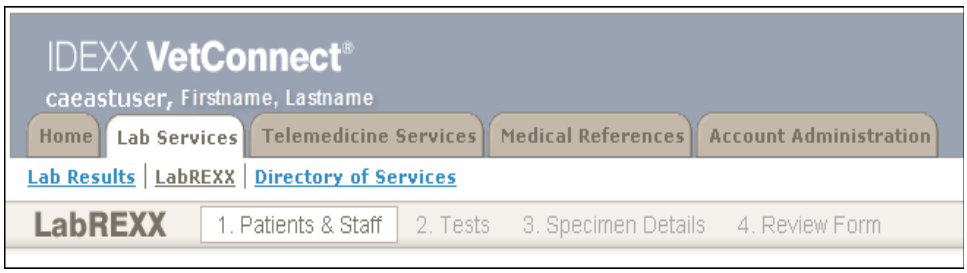
1. Open a browser and go to vetconnect.ca.

   Log into vetconnect.ca. This will take you to the LabREXX Home tab.

   On the LabREXX Home tab, click **Start a Requisition** in the LabREXX: Create Lab Requisitions dialog box.

LabREXX: Create Lab Requisitions
Search clients/patients or Add a New Patient
Names or IDs
Start a Requisition
LabREXX Home Page
View batch and draft requisitions, create customized reports and view helpful tips.
Start a Batch Requisition

There is a navigation status at the top of the page that you can follow as you create the requisition.



Patients and Staff

4. Enter any of the following search criteria in the **Search for Patient** field:
    - Patient ID
    - Patient name
    - Client last name
    - Client ID

5. Click the **Search** button. The patient will appear in the *Selected Patient* section.

    You will only be able to search for a patient if the patient has been added to the system.

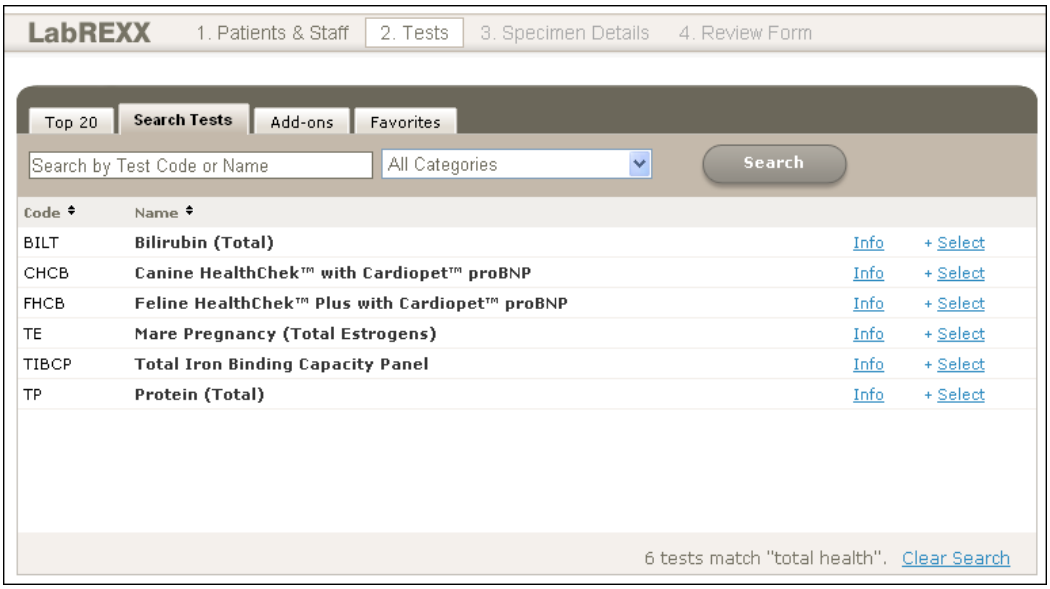
    ADD NEW PATIENT
    If this is the first time for requesting laboratory tests for this patient, follow these steps:

    5a. Click on the ADD NEW PATIENT link.
    5b. Complete the fields for client last name, client first name, patient name, species, patient ID, gender, age fields, and **Client is a Staff** member, if applicable.
    5c. Click **Save**. This will add the patient to the requisition you have started.

6. Select the doctor and staff from the lists.
7. Click the **Next** button in the bottom right corner of the page.

Tests

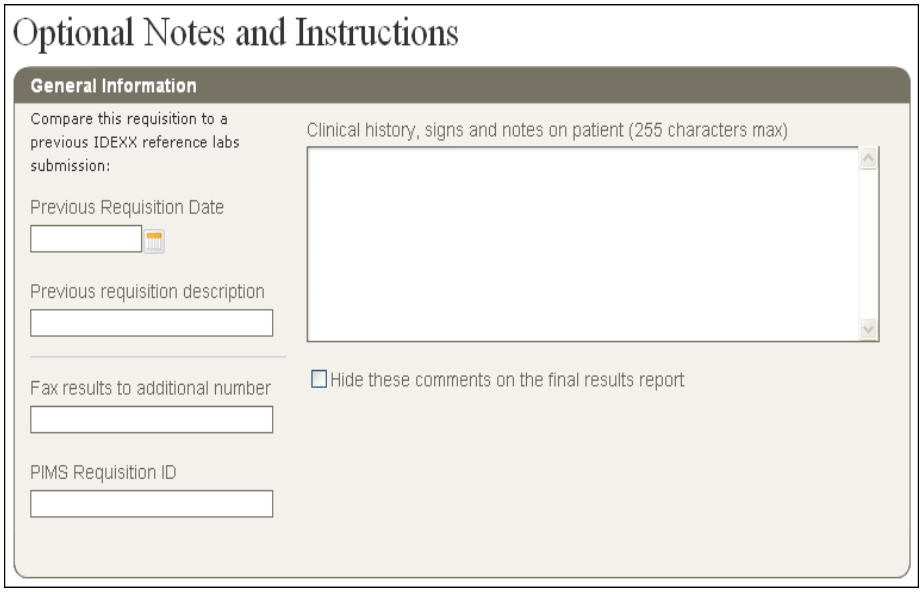
8. At the test phase, click on the tab that will allow you to most efficiently select the tests.


LabREXX
1. Patients & Staff
2. Tests
3. Specimen Details
4. Review Form
Top 20
Search Tests
Add-ons
Favorites
Search by Test Code or Name
All Categories
Search
Code
Name
BILT Bilirubin (Total) Info + Select
CHCB Canine HealthChek™ with Cardiopet™ proBNP Info + Select
FHCB Feline HealthChek™ Plus with Cardiopet™ proBNP Info + Select
TE Mare Pregnancy (Total Estrogens) Info + Select
TIBCP Total Iron Binding Capacity Panel Info + Select
TP Protein (Total) Info + Select
6 tests match "total health". Clear Search

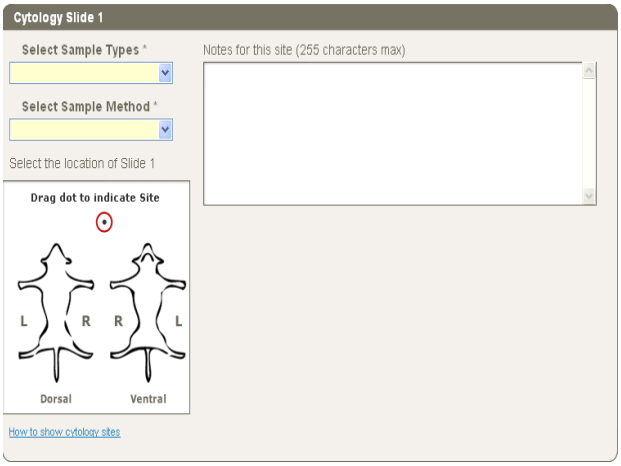
9. Click the appropriate **Select** link(s) for the tests.
10. Click the **Next** button in the bottom right corner of the page.

Specimen Collection and Details

11. Complete optional notes and instructions on the *Specimen Details* tab.


Optional Notes and Instructions
General Information
Compare this requisition to a previous IDEXX reference labs submission:
Previous Requisition Date
Previous requisition description
Fax results to additional number
PIMS Requisition ID
Clinical history, signs and notes on patient (255 characters max)
Hide these comments on the final results report

For other test types, like cytology, you will receive a screen in addition to above to complete. In this Cytology example, you would use the list to select the sample type for the specimen you are submitting, including dragging the red circle.



12. Click the **Next** button in the bottom right corner of the page.

Review Form

13. On the last phase, follow the review guidelines on the *Review Form* tab.
14. After reviewing, click **Print and Finalize**.
15. Close the browser.

LabREXX
1. Patients & Staff
2. Tests
3. Specimen Details
4. Review Form
Back | Save Draft |
Print and Finalize
Verify the requisition before printing and submitting
Before sending your order to IDEXX Reference Laboratories:
Check the requisition form that appears below
Print a Draft if you need to check a hard copy prior to submitting the information to the Reference Laboratories
Click the Print and Finalize button to send the requisition information to IDEXX and send this requisition to the printer
IDEXX LABORATORIES
Draft: LabREXX Requisition Form
Tel: 1-416-798-4988 Fax: 1-905-475-7309
www.vetconnect.ca
Toronto
1345 Denison Street
Markham, Ontario L3R 5V2
Practice: caeastuser
Account Code: 281
Phone: 800-667-3411
Fax: 905-475-5857
Doctor: c. user
Staff: c. user
Client: McGilligan, Chris Brown
Client ID:
Patient: Ben
Patient ID: 8002
Species: Canine
Breed: Fox Terrier
Sex: Neutered Male
Age: 5 Years

Collect the sample according to the diagnostic test. This process may vary based on the diagnostic test you are running. An example of sample collection training can be found at idexxlearningcenter.com. See Section 2: *Sample Collection in the IDEXX VetTest* Certification Course*.

Step 3: Send the Sample to IDEXX Reference Laboratories for Analysis

After you collect the sample, you're now ready to send your sample to IDEXX Reference Laboratories for analysis. If you have any questions, call 1-800-667-3411 for assistance.

Step 4: Download Results

Download Results into Cornerstone

1. Open Cornerstone on the Cornerstone Lab Workstation and make sure it is connected to the internet.
2. Double-click the **Reference Lab Interface—IDEXX** shortcut icon on the desktop to download results. This will launch the Reference Lab Interface—IDEXX window that retrieves results from vetconnect.ca.
3. Minimize the Reference Lab Interface—IDEXX window, but leave it active. The program will download results into Cornerstone every 15 minutes.

   Note: If the Reference Lab Interface—IDEXX window is closed accidentally, double-click the **Reference Lab Interface—IDEXX** shortcut icon to relaunch it.

Step 5: View Results

After your results have downloaded into Cornerstone, you are ready to view the results.

Test results can be posted to patient records either automatically or manually:

- **Automatically post results (recommended):** When a test result is returned to Cornerstone, if the result can be matched to a patient, it is automatically posted and can be viewed in patient history. You cannot reject results that are automatically posted, but you can void results after posting. Voided results remain in the patient's file.
- **Manually post results, then view:** When a test result is returned to Cornerstone, it is displayed in the Lab Requests and Results window. To add the result to the patient record, you must manually change the result status to Posted. You have the option to reject results instead of posting.

Note: If you are currently receiving faxes or emails with results, you will continue to receive them unless you contact IDEXX Reference Laboratories to change this.

The diagrams on the following pages illustrate these options.

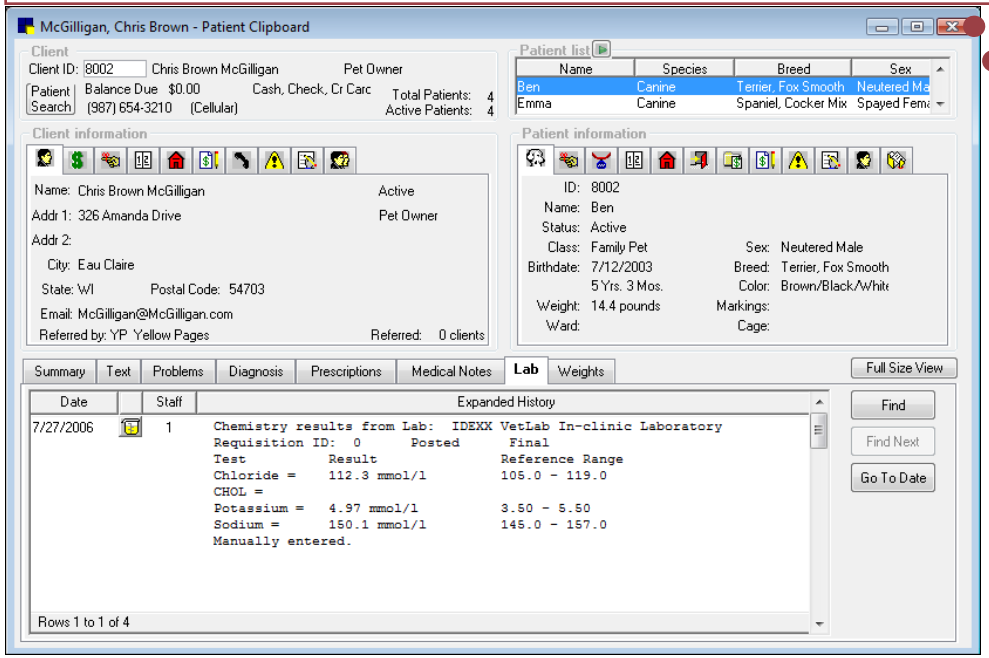
Automatically Post Results

View results in the Patient File of the Patient Clipboard

Step 1

The results will automatically transfer into the patient's file if you have chosen not to view the results before posting. Access the patient's file to view the results.

Warning: If you select this option, you will not have the option to reject a result. You do have the option to void a result in the patient's history; voided results remain in the patient's history.


McGilligan, Chris Brown - Patient Clipboard
Client
Client ID: 8002 Chris Brown McGilligan Pet Owner
Patient Search
Balance Due $0.00 Cash, Check, Cr Carc
(987) 654-3210 (Cellular)
Total Patients: 4
Active Patients: 4
Patient list
Name Species Breed Sex
Ben Canine Terrier, Fox Smooth Neutered Ma
Emma Canine Spaniel, Cocker Mix Spayed Fema
Client information
Name: Chris Brown McGilligan Active
Addr 1: 326 Amanda Drive Pet Owner
Addr 2:
City: Eau Claire
State: WI Postal Code: 54703
Email: McGilligan@McGilligan.com
Referred by: YP Yellow Pages Referred: 0 clients
Patient information
ID: 8002
Name: Ben
Status: Active
Class: Family Pet Sex: Neutered Male
Birthdate: 7/12/2003 Breed: Terrier, Fox Smooth
5 Yrs. 3 Mos. Color: Brown/Black/Whit
Weight: 14.4 pounds Markings:
Ward: Cage:
Summary Text Problems Diagnosis Prescriptions Medical Notes Lab Weights
Full Size View
Date Staff Expanded History
7/27/2006 1
Chemistry results from Lab: IDEXX VetLab In-clinic Laboratory
Requisition ID: 0 Posted Final
Test Result Reference Range
Chloride = 112.3 mmol/l 105.0 - 119.0
CHOL =
Potassium = 4.97 mmol/l 3.50 - 5.50
Sodium = 150.1 mmol/l 145.0 - 157.0
Manually entered.
Find
Find Next
Go To Date
Rows 1 to 1 of 4

Step 2

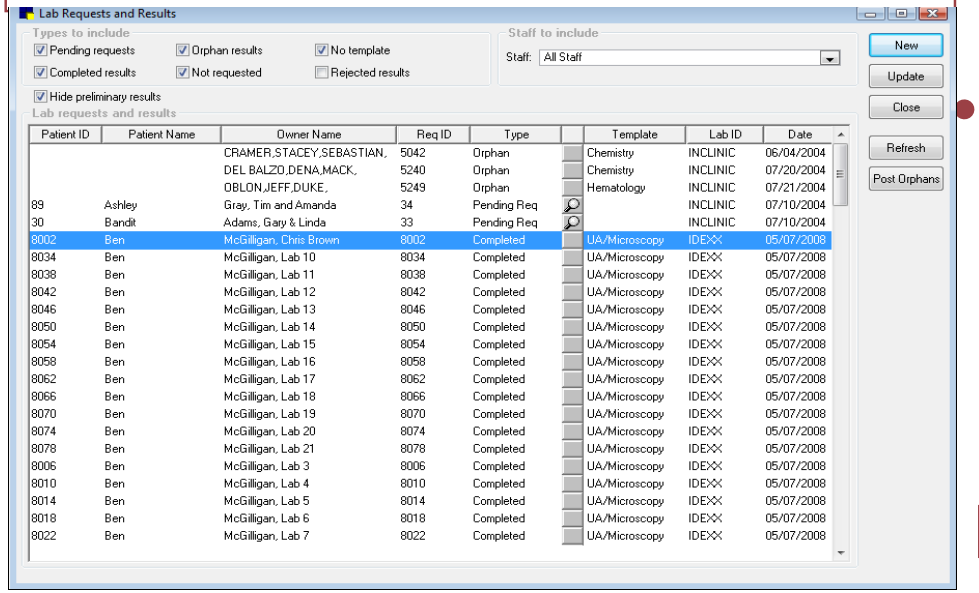
At this point, you may review the results, graph cumulative results, void results, or reassign these results to another patient.

View results, then Post

View results in the Lab Requests and Results window before posting to the patient's medical record

Step 1

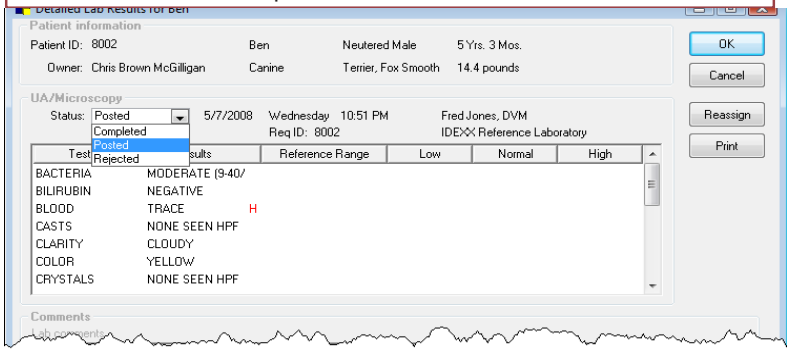
Access the result from the Lab Request and Results window.


Lab Requests and Results
Types to include
Pending requests
Orphan results
No template
Completed results
Not requested
Rejected results
Hide preliminary results
Staff to include
Staff: All Staff
New
Update
Close
Refresh
Post Orphans
Lab requests and results
Patient ID | Patient Name | Owner Name | Req ID | Type | Template | Lab ID | Date
CRAMER,STACEY,SEBASTIAN, 5042 Orphan Chemistry INCLINIC 06/04/2004
DEL BALZO,DENA,MACK, 5240 Orphan Chemistry INCLINIC 07/20/2004
OBLON,JEFF,DUKE, 5249 Orphan Hematology INCLINIC 07/21/2004
89 Ashley Gray, Tim and Amanda 34 Pending Req INCLINIC 07/10/2004
30 Bandit Adams, Gary & Linda 33 Pending Req INCLINIC 07/10/2004
8002 Ben McGilligan, Chris Brown 8002 Completed UA/Microscopy IDEXX 05/07/2008
8034 Ben McGilligan, Lab 10 8034 Completed UA/Microscopy IDEXX 05/07/2008
8038 Ben McGilligan, Lab 11 8038 Completed UA/Microscopy IDEXX 05/07/2008
8042 Ben McGilligan, Lab 12 8042 Completed UA/Microscopy IDEXX 05/07/2008
8046 Ben McGilligan, Lab 13 8046 Completed UA/Microscopy IDEXX 05/07/2008
8050 Ben McGilligan, Lab 14 8050 Completed UA/Microscopy IDEXX 05/07/2008
8054 Ben McGilligan, Lab 15 8054 Completed UA/Microscopy IDEXX 05/07/2008
8058 Ben McGilligan, Lab 16 8058 Completed UA/Microscopy IDEXX 05/07/2008
8062 Ben McGilligan, Lab 17 8062 Completed UA/Microscopy IDEXX 05/07/2008
8066 Ben McGilligan, Lab 18 8066 Completed UA/Microscopy IDEXX 05/07/2008
8070 Ben McGilligan, Lab 19 8070 Completed UA/Microscopy IDEXX 05/07/2008
8074 Ben McGilligan, Lab 20 8074 Completed UA/Microscopy IDEXX 05/07/2008
8078 Ben McGilligan, Lab 21 8078 Completed UA/Microscopy IDEXX 05/07/2008
8006 Ben McGilligan, Lab 3 8006 Completed UA/Microscopy IDEXX 05/07/2008
8010 Ben McGilligan, Lab 4 8010 Completed UA/Microscopy IDEXX 05/07/2008
8014 Ben McGilligan, Lab 5 8014 Completed UA/Microscopy IDEXX 05/07/2008
8018 Ben McGilligan, Lab 6 8018 Completed UA/Microscopy IDEXX 05/07/2008
8022 Ben McGilligan, Lab 7 8022 Completed UA/Microscopy IDEXX 05/07/2008

Step 2

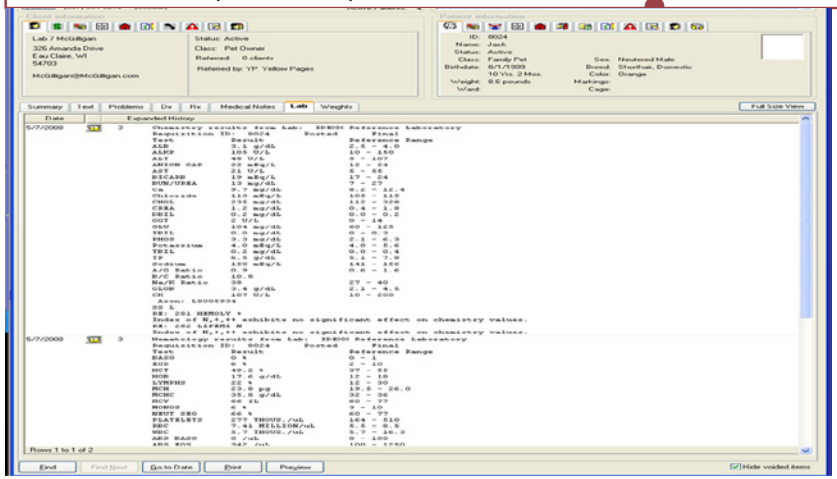
Select the completed result you wish to post to a patient's file, click **Update**, and change the status to Posted.

Note: If this result is not a valid result you do have an option to reject this Laboratory result and NOT post it to the patient's file.



Step 3

The results will post to the patient's file.



Step 4

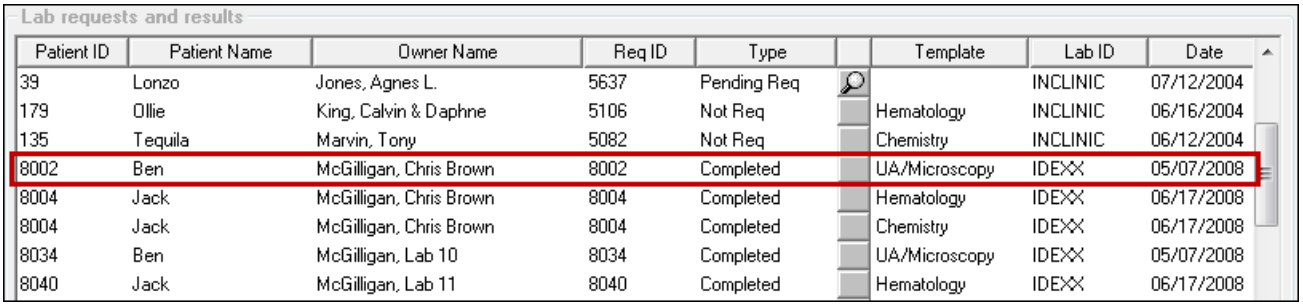
At this point, you may review the results, graph cumulative results, void results, or reassign these results to another patient.

Recommended Setup:
This one-time setup procedure is required in order to post downloaded results.

1. Select **Activities>Lab work>Laboratories**.
2. Select the laboratory ID, and click **Update**.
3. Under Preferences, select **Review results before posting** if you want to view results and then post.
4. Under Requisition IDs, select **Manually enter requisition IDs**. This facilitates the posting of results.

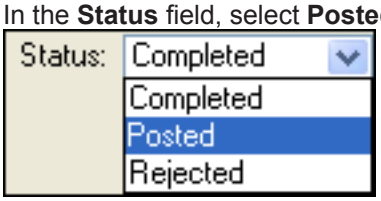
To Manually Post Results to the Patient File:

1. Select the **Lab Requests and Results** button to access the Lab Requests and Results window.
2. Select the completed lab result for the patient.



Patient ID	Patient Name	Owner Name	Req ID	Type		Template	Lab ID	Date
39	Lonzo	Jones, Agnes L.	5637	Pending Req			INCLINIC	07/12/2004
179	Ollie	King, Calvin & Daphne	5106	Not Req		Hematology	INCLINIC	06/16/2004
135	Tequila	Marvin, Tony	5082	Not Req		Chemistry	INCLINIC	06/12/2004
8002	Ben	McGilligan, Chris Brown	8002	Completed		UA/Microscopy	IDEXX	05/07/2008
8004	Jack	McGilligan, Chris Brown	8004	Completed		Hematology	IDEXX	06/17/2008
8004	Jack	McGilligan, Chris Brown	8004	Completed		Chemistry	IDEXX	06/17/2008
8034	Ben	McGilligan, Lab 10	8034	Completed		UA/Microscopy	IDEXX	05/07/2008
8040	Jack	McGilligan, Lab 11	8040	Completed		Hematology	IDEXX	06/17/2008

3. Select **Update**.
4. In the **Status** field, select **Posted**. You can also reject the results at this point.



5. Click **OK**.
6. Close the Lab Requests and Results window.

Daily Step - Check Lab Requests and Results Window

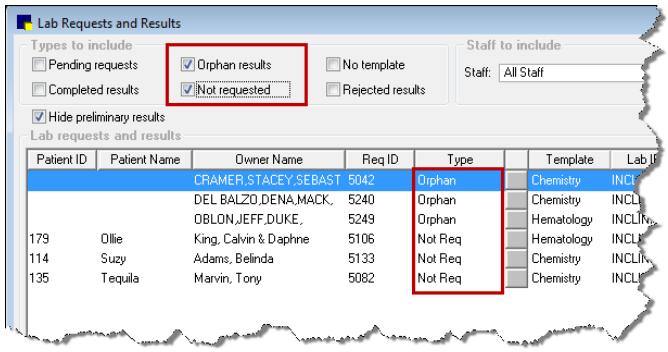
One important daily step to complete is checking your Lab Requests and Results window for orphan results that need to be resolved. Checking this window daily will help alleviate billing issues, and patient record errors, and it could improve the effectiveness and efficiency of your practice.

To check your Lab Requests and Results window on a daily basis to resolve orphan results:

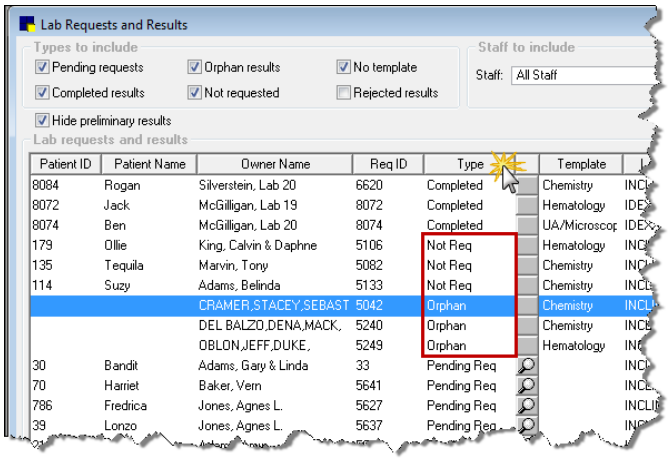
7. Use the **Lab Request and Results** toolbar button to access the Lab Requests and Results window.
8. In the Types to include area select the result type you want to view.

You can also click the **Type** column heading to sort the lab results by lab type.

Sort using Types to include area check boxes



Sort by click Type column heading

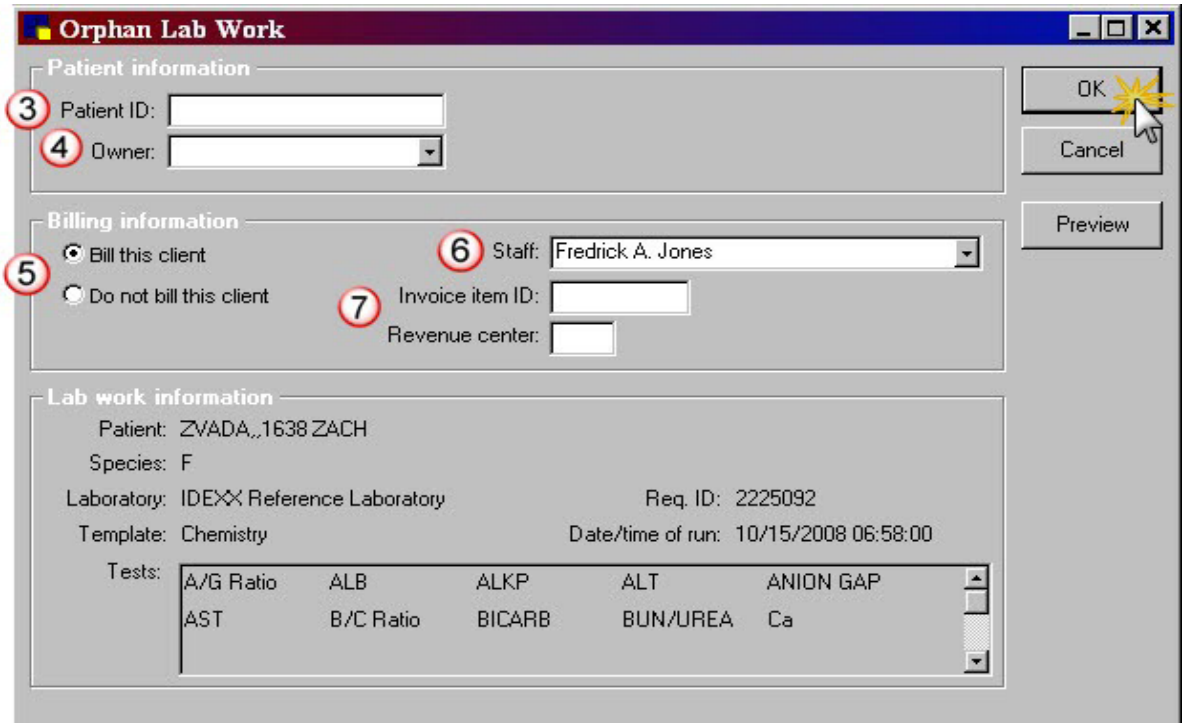

Lab Requests and Results
Types to include
Pending requests
Completed results
Orphan results
Not requested
No template
Rejected results
Staff to include
Staff: All Staff
Hide preliminary results
Lab requests and results
Patient ID
Patient Name
Owner Name
Req ID
Type
Template
8084 Rogan Silverstein, Lab 20 6620 Completed Chemistry
8072 Jack McGilligan, Lab 19 8072 Completed Hematology
8074 Ben McGilligan, Lab 20 8074 Completed UA/Microscop
179 Ollie King, Calvin & Daphne 5106 Not Req Hematology
135 Tequila Marvin, Tony 5082 Not Req Chemistry
114 Suzy Adams, Belinda 5133 Not Req Chemistry
CRAMER,STACEY,SEBAST 5042 Orphan Chemistry
DEL BALZO,DENA,MACK, 5240 Orphan Chemistry
OBLON,JEFF,DUKE, 5249 Orphan Hematology
30 Bandit Adams, Gary & Linda 33 Pending Req
70 Harriet Baker, Vern 5641 Pending Req
786 Fredrica Jones, Agnes L. 5627 Pending Req
39 Lonzo Jones, Agnes L. 5637 Pending Req

9. Resolve any outstanding orphan results. (See following section.)
10. Close the Lab Requests and Results window.

Resolve Orphan Results

Orphan results occur when the client and/or patient information on results received from the lab does not match client/patient information in Cornerstone OR if the practice uses electronic requests and no request can be found in Cornerstone for the lab results that transfer. Orphan results need to be assigned to the correct patient. Once the patient is assigned, the results are converted to a completed result or are posted directly to the patient file, depending on how the system defaults are set. It is possible to view the details of preliminary orphan lab results with use of the Preview button.

1. From the Lab Requests and Results window, select the orphan result you want to resolve.
2. Click **Update**.
3. Type the Patient ID in the **Patient ID** field. You may press **F2** to search.
4. Verify the correct owner displays in the **Owner** field.
5. Select to either bill or not bill the client.
    - Select **Bill this client** if you want to bill the client. If you select to bill the client, you will be prompted to enter the invoice item that corresponds to the tests completed.
    - Select **Do not bill this client** if the client is not to be billed.
6. Select the staff member who requested the test.
7. Enter the invoice item ID and revenue center, if applicable.



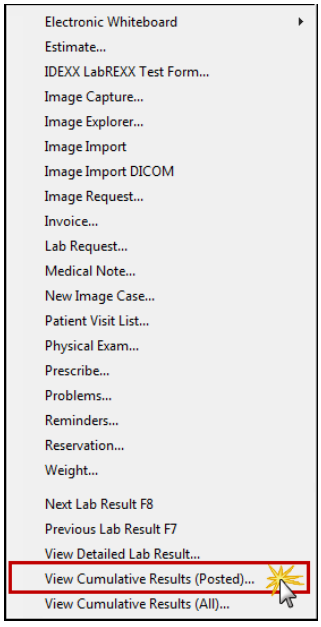
8. Click **OK**

   You can also preview the results on this window.

9. To post the results, follow the "To Manually Post Results to the Patient File" instructions.

View Detailed Results - Single or Cumulative

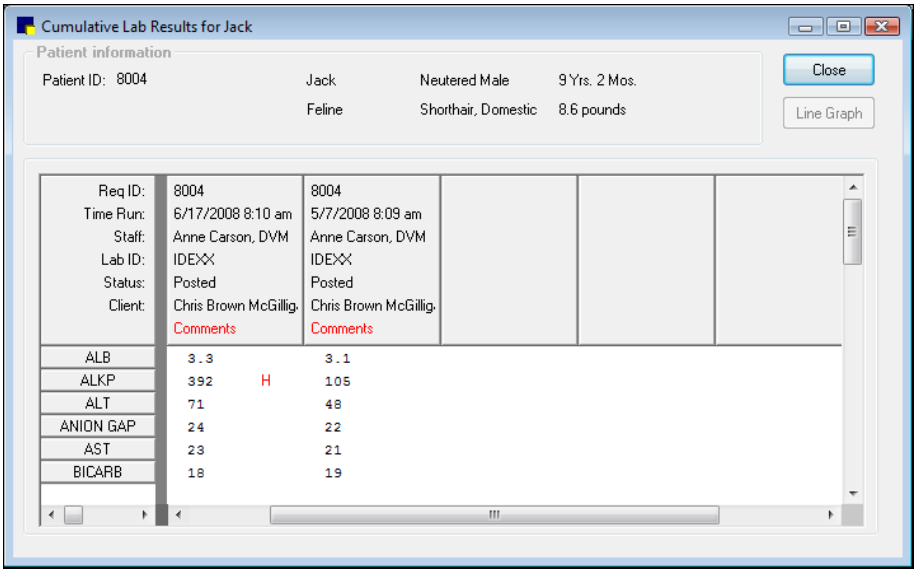
Once lab results are posted to the patient file, they are stored as part of the patient's medical history and can be viewed and printed at any time. Results can be viewed either as a single detailed result or as a cumulative result (if available). Cumulative results allow users to compare results from the same test over two or more dates and can be graphed.



1. From the Patient Clipboard, access the client.
2. In the Patient list area, click the **green arrow** button then move your cursor over the patients' names to expand the Patient list.
3. Select the patient.
4. In the Patient File area, select the **Lab** tab.
5. Right-click on the result.
6. Select **View Detailed Lab Result**, **View Cumulative Results (Posted)**, or **View Cumulative Results (All)**.

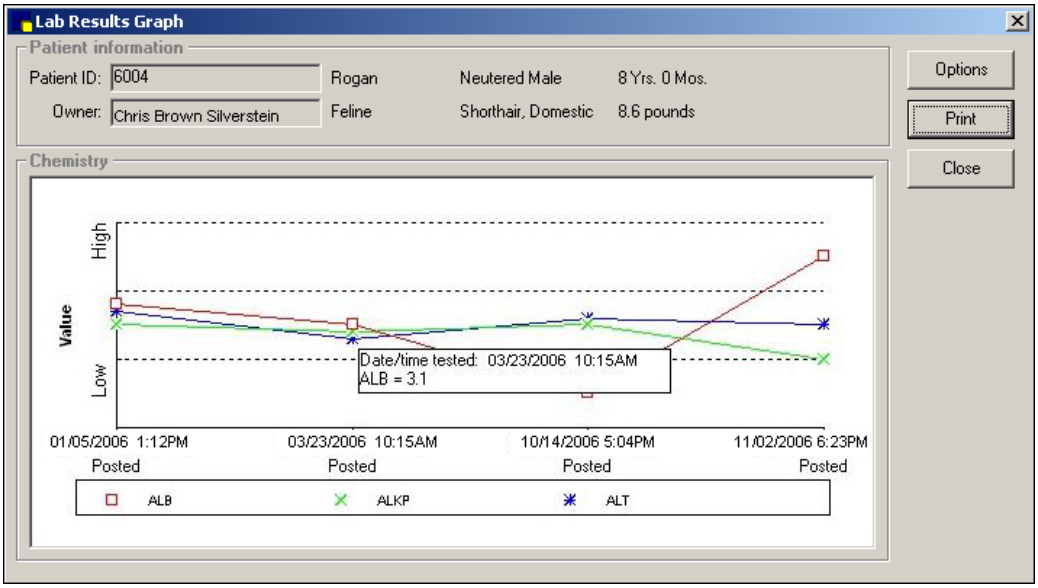
   The View Cumulative Results options are available only if there are multiple results of the same type. Cumulative results are shown below.

This example compares the results for the Laboratory tests performed on **5/7/2010** and **6/17/2010**.



- Optional: You may graph the lab results. To graph the test results, select **View Cumulative Results (Posted)** or **View Cumulative Results (All)**.
- Select the test names for the tests you want to graph.
- When the appropriate tests are selected (highlighted), click **Line Graph** and the test results graph will be displayed.

To view the data point values, move your mouse over a data point as shown below.

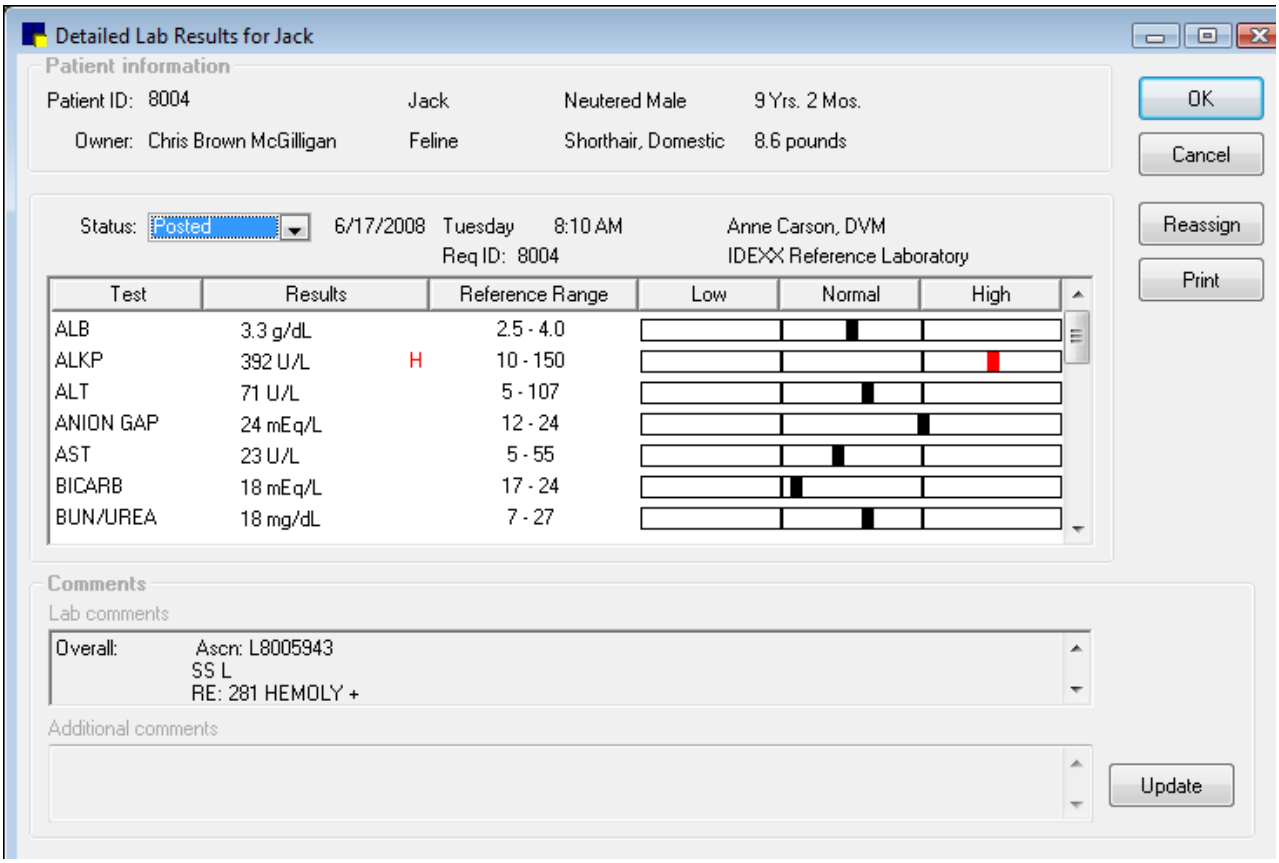


This graph does not depict actual result displayed in the database and is only for illustration purposes.

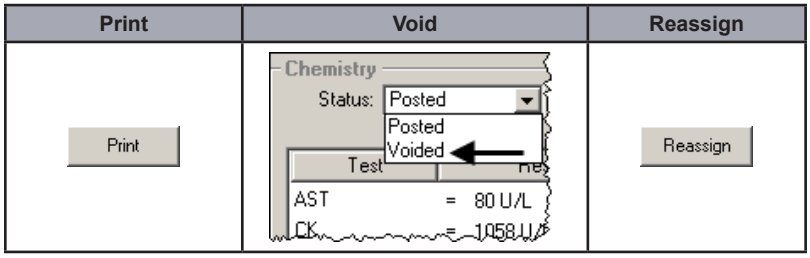
- To print the graph, click **Print**.
- Close any open windows until you return to the *Patient Clipboard*.
- To specify a date range to view, click **Options**.

7. To view the detailed result, right-click on the result and select **Details**.

8. From the Detailed Lab Results for (patient's name) window, view the detailed result.



From the Detailed Lab Results for (patient's name) window, you can print, void, and reassign the test results. Procedural steps on voiding results have been provided in the “Other Reference Laboratory Tasks” section.



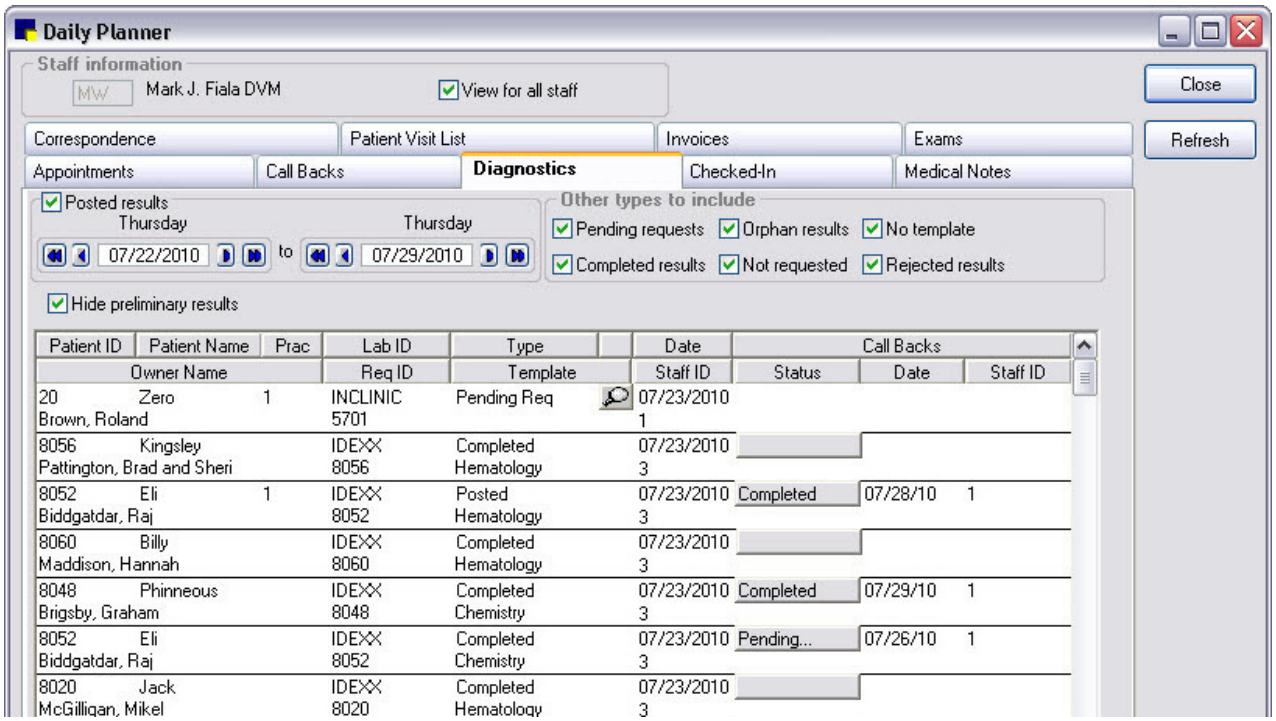
Voided results are hidden in the patient history. Clear the **Hide Voided Items** check box on the Patient Clipboard to view them.

View and Update Laboratory Requests/Results from the Diagnostics Tab

1. From the Daily Planner, select the applicable staff.
2. Click the **Diagnostics** tab.
3. Select the **Posted results** check box and select a date range.
4. In the Other types to include area, select the check boxes for the types of requests and results you want to view.

5. Right-click on a request or result. Depending on the laboratory type/callback status, the following options may be available:
    - Select **Update Lab Request** to open and update a pending laboratory request. Click the magnifying glass icon to view the requested tests.
    - Select **Update Lab Result** to open and update a recently received laboratory result.
    - Select **Update Call Back** to open the Patient Reminders window and update an open or pending callback.
    - Select **Patient Clipboard** to open the patient's record in the Patient Clipboard.
    - Select **New Lab Request** to open the New Lab Request window to enter a laboratory request.

Viewing the Cornerstone Lab Results Log



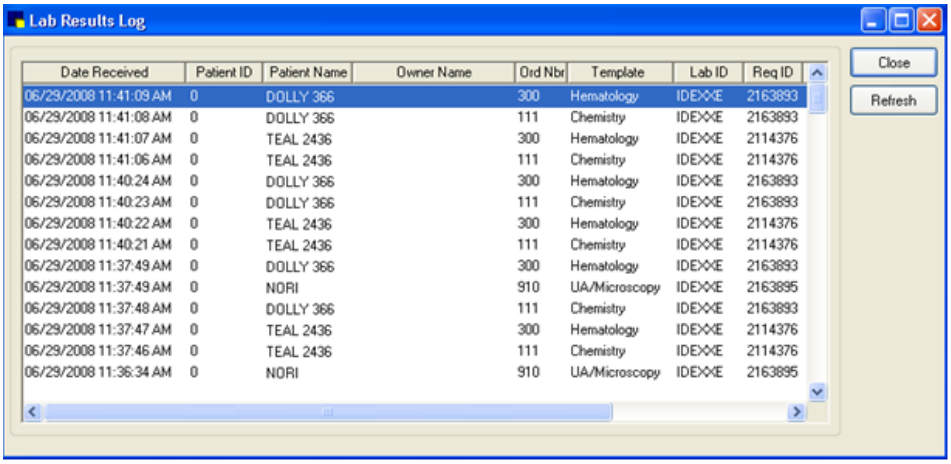
If you aren't finding your results in the Lab Requests and Results window or the patient file, it may be helpful to view the Cornerstone Lab Results Log to verify that you are receiving results overall.

Whenever a new lab result is imported into Cornerstone, an entry is written to the Lab Results Log. This log allows staff to see when a new result is back from the laboratory as well as any preliminary results. The log may be sorted by clicking on the column headings. This screen automatically refreshes every five minutes. Use the Refresh button to update information immediately. The most current result will default to the top of the window and only has viewing capabilities.

You can use the Call Backs column to make or schedule call backs. See " Working with Laboratory Call Backs on the Diagnostics Tab" in the *Cornerstone User's Manual*.

To access the Lab Results Log

1. Select **Activities** > **Lab Work** > **Lab Results Log**.
2. Sort the list by ascending or descending order by selecting the headings at the top (e.g., Date Received, Patient Name, Lab ID, and Req ID).


Lab Results Log
Close
Refresh
Date Received | Patient ID | Patient Name | Owner Name | Ord Nbr | Template | Lab ID | Req ID
06/29/2008 11:41:09 AM | 0 | DOLLY 366 | 300 | Hematology | IDEXXE | 2163893
06/29/2008 11:41:08 AM | 0 | DOLLY 366 | 111 | Chemistry | IDEXXE | 2163893
06/29/2008 11:41:07 AM | 0 | TEAL 2436 | 300 | Hematology | IDEXXE | 2114376
06/29/2008 11:41:06 AM | 0 | TEAL 2436 | 111 | Chemistry | IDEXXE | 2114376
06/29/2008 11:40:24 AM | 0 | DOLLY 366 | 300 | Hematology | IDEXXE | 2163893
06/29/2008 11:40:23 AM | 0 | DOLLY 366 | 111 | Chemistry | IDEXXE | 2163893
06/29/2008 11:40:22 AM | 0 | TEAL 2436 | 300 | Hematology | IDEXXE | 2114376
06/29/2008 11:40:21 AM | 0 | TEAL 2436 | 111 | Chemistry | IDEXXE | 2114376
06/29/2008 11:37:49 AM | 0 | DOLLY 366 | 300 | Hematology | IDEXXE | 2163893
06/29/2008 11:37:49 AM | 0 | NORI | 910 | UA/Microscopy | IDEXXE | 2163895
06/29/2008 11:37:48 AM | 0 | DOLLY 366 | 111 | Chemistry | IDEXXE | 2163893
06/29/2008 11:37:47 AM | 0 | TEAL 2436 | 300 | Hematology | IDEXXE | 2114376
06/29/2008 11:37:46 AM | 0 | TEAL 2436 | 111 | Chemistry | IDEXXE | 2114376
06/29/2008 11:36:34 AM | 0 | NORI | 910 | UA/Microscopy | IDEXXE | 2163895

3. Click **Refresh** to refresh the list with new labs downloaded into your Cornerstone system.
4. Click **Close** to close the Lab Results Log window.

View Results using vetconnect.ca

Results can also be viewed on vetconnect.ca.

Using the following steps, you can easily view your results anywhere using an Internet connection.

1. Open an Internet browser.
2. In the address bar, type: vetconnect.ca.
3. Press **Enter**.
4. In the *Member Login* area, type your practice **User Name** and **Password**.

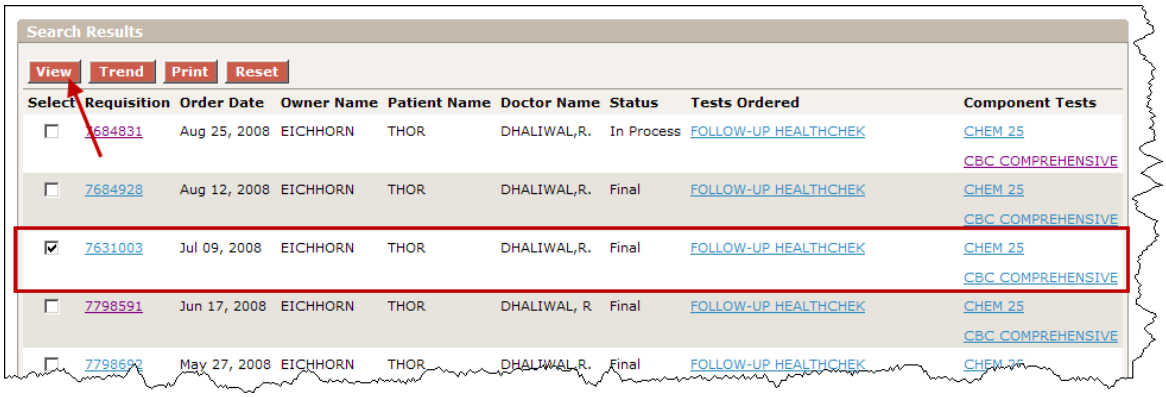
   This information is **not** available to IDEXX Cornerstone Software Support. You can use the E-mail link or call VetConnect Client Services found on their website. This may take up to 24 hours.

5. Click **Enter VetConnect**.

IDEXX VetConnect®
Contact Us
Home
Subscribe
Member Login
User Name
Password
Enter VetConnect
By entering this site, you are agreeing to VetConnect's Terms of Service.
IDEXX VetConnect® Canada helps veterinary practices deliver the highest possible quality of care by providing timely IDEXX Reference Laboratory and Telemedicine results online.
Now Available
IDEXX Telemedicine Services
Membership is free. Subscribe now.

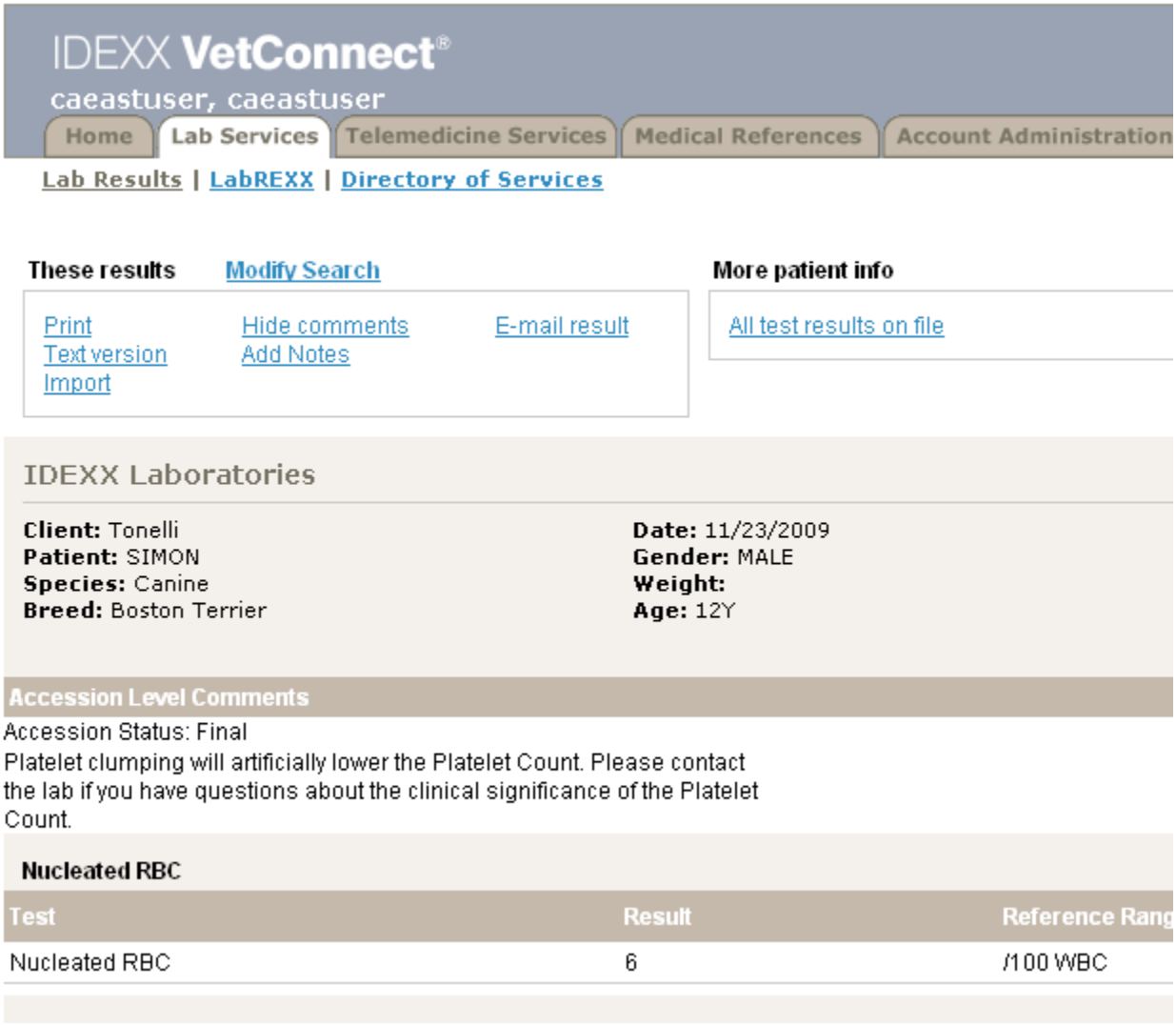
This will take you to your practice's IDEXX vetconnect.ca Home page.

6. In the *Search Lab Results* area, enter in your search criteria. You can search by:
    - Laboratory account
    - Owner's last name
    - Patient's name
    - Doctor's name
    - Date range from ____ to ____
    - Period (x number of days)
    - Requisition number
    - Sort by
    - Number of results
7. Click **Search**.
8. In the Search Results area, select the result you want to view and/or print and click **View**.


Search Results
View
Trend
Print
Reset
Select Requisition Order Date Owner Name Patient Name Doctor Name Status Tests Ordered Component Tests
7684831 Aug 25, 2008 EICHHORN THOR DHALIWAL,R. In Process FOLLOW-UP HEALTHCHEK CHEM 25
CBC COMPREHENSIVE
7684928 Aug 12, 2008 EICHHORN THOR DHALIWAL,R. Final FOLLOW-UP HEALTHCHEK CHEM 25
CBC COMPREHENSIVE
7631003 Jul 09, 2008 EICHHORN THOR DHALIWAL,R. Final FOLLOW-UP HEALTHCHEK CHEM 25
CBC COMPREHENSIVE
7798591 Jun 17, 2008 EICHHORN THOR DHALIWAL, R Final FOLLOW-UP HEALTHCHEK CHEM 25
CBC COMPREHENSIVE
7798692 May 27, 2008 EICHHORN THOR DHALIWAL,R. Final FOLLOW-UP HEALTHCHEK CHEM 25

9. View the results.

    You can also print the results, create a text version of the results to print, hide comments, add additional tests and/or notes, email the results, or request a consult.



10. Log out of vetconnect.ca and close your web browser.

Other Reference Laboratory Tasks

There are other tasks related to IDEXX Reference Laboratories that you may need to reference occasionally, these topics include:

- View profiles
- Create a New Profile
- Manually enter lab results

View Profiles

Individual tests make up a profile, which is used to request lab work. For more information about a particular profile, see the Directory of Services on vetconnect.ca or call VetConnect Client Services at 1-800-667-3411.

Create a New Profile/Call Cornerstone Support

When the IDEXX Canada Reference Laboratory is installed, profiles are automatically created. However, new tests will need to be added individually. Consult your lab specialist to assist you with setting up new profiles for new reference laboratory tests. Call 1-800-695-2877 and select Cornerstone, then Cornerstone Lab Support.

Each profile must have a corresponding invoice item in Cornerstone.

Manually Enter Lab Results

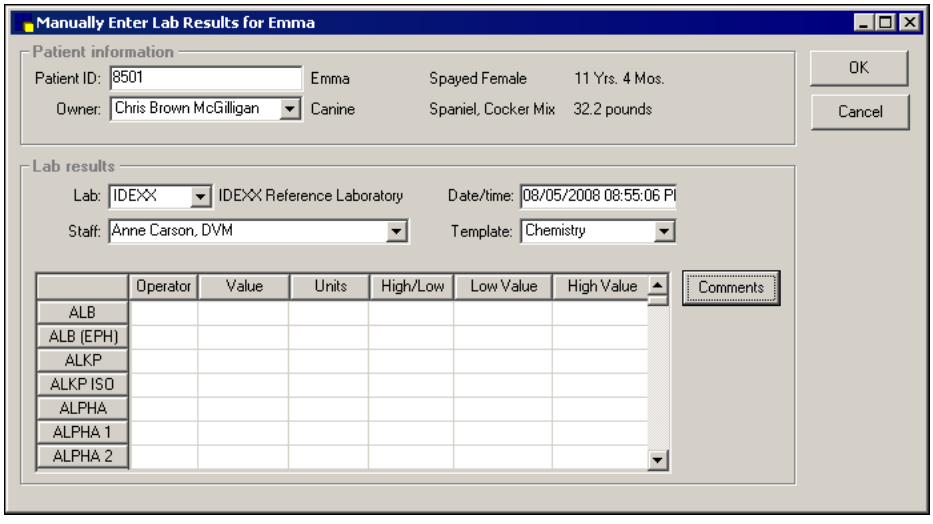
This feature is available to all Cornerstone users to input test results into a patient's file for a specified laboratory (e.g., Outsourced lab work). If you're using Cornerstone version 6.0 or later, a note appears in the patient's lab record to indicate that the results were entered manually.

1. **Activities** > **Lab Work** > **Manually Enter Lab Results**.
2. Type the patient ID in the Patient ID field. You may press F2 to search.
3. Verify the correct owner displays in the Owner field. If not, select the correct owner from the list.
4. Select the lab for which you want to enter the results.
5. Select the staff member who is entering the lab results.
6. Verify the correct date and time. If you need to change the date and/or time, place your cursor in the field and type the correct date and time.
7. Select the **Template** for which you want to enter the results.

   You can create a custom template, if necessary.

8. Enter the results by filling in the following fields:
   - **Operator**
   - **Value**
   - **Units**
   - **High/Low**
   - **Low Value**
   - **High Value**

   If default ranges do not display after entering results, they have not



been set up. If the patient falls into one of the Lab Age Groups set up on the system, the units, low values, and high values entered will be saved as defaults.

9. To add any applicable notes to the test result, click **Comments**.

tip Be sure that the following setup tasks have been completed before you manually enter lab results:

1. Set up any templates you want to use for manually entering lab results. (**Activities > Lab Work > Templates**, then click **New**.)
2. Set up lab age groups for any species for which you'll be manually entering lab results. (**Lists > Species**, then select a species, click **Update**, and click **Lab Age Grps**.)
3. Set up default test ranges. (**Activities > Lab Work > Default Test Ranges**, then fill in the Default Test Ranges dialog box, click **OK** and repeat for additional test ranges.) This step can only be completed after steps 1 and 2.

Section 2

Resources

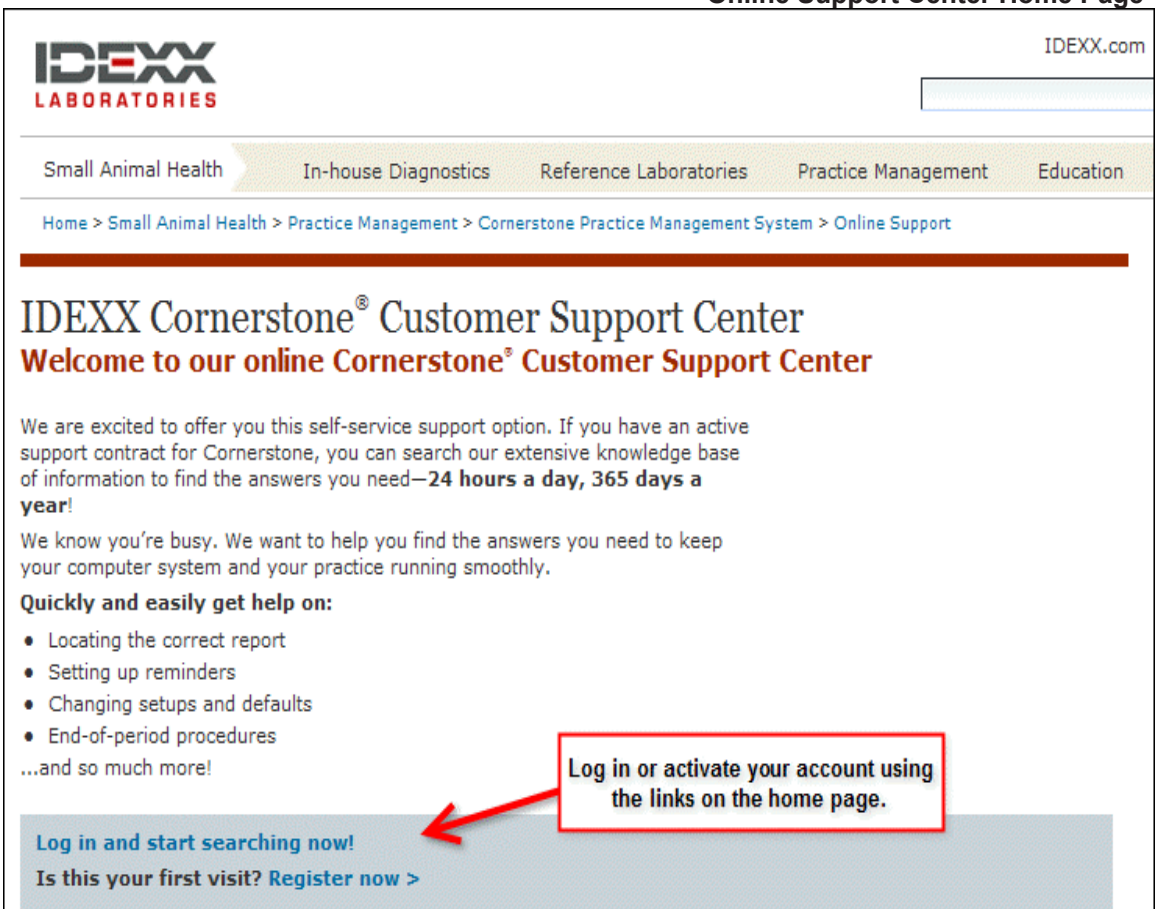
Online IDEXX Cornerstone* Customer Support Center

The IDEXX Cornerstone Customer Support Center offers an extensive knowledge base of information to help you find the answers you need—24 hours a day, 365 days a year.

There are two ways to access the online Cornerstone Customer Support Center and you'll arrive on the Home page below.

1. Access directly from within the IDEXX Cornerstone* Practice Management System. (**Help** > **Support Center** or).
2. At an Internet browser window, enter cornerstonehelp.com.

Online Support Center Home Page


IDEXX LABORATORIES
IDEXX.com
Small Animal Health
In-house Diagnostics
Reference Laboratories
Practice Management
Education
Home > Small Animal Health > Practice Management > Cornerstone Practice Management System > Online Support
IDEXX Cornerstone® Customer Support Center
Welcome to our online Cornerstone® Customer Support Center
We are excited to offer you this self-service support option. If you have an active support contract for Cornerstone, you can search our extensive knowledge base of information to find the answers you need—24 hours a day, 365 days a year!
We know you're busy. We want to help you find the answers you need to keep your computer system and your practice running smoothly.
Quickly and easily get help on:
• Locating the correct report
• Setting up reminders
• Changing setups and defaults
• End-of-period procedures
...and so much more!
Log in or activate your account using the links on the home page.
Log in and start searching now!
Is this your first visit? Register now >

tip By keeping your Cornerstone support contract current, you will have access to all of these documents and much more.

Common Troubleshooting Topics, Causes, and Solutions

The following table summarizes common issues, causes, and more explanation, where applicable.

Why haven't test results been downloaded?	
Possible Causes	Solutions
The Internet connection is not working.	To determine whether your computer system is connected to the Internet, open a browser and try to display one or more Web pages. If the pages can't be displayed, check that all cables are secure. Try disconnecting the network or modem cable and reconnecting it. If the Internet connection still does not work, contact your Internet service provider for assistance.
The IDEXX Reference Laboratories connection is not active or is not running properly.	If you have constant Internet access: Double-click the icon on the desktop to start the IDEXX Reference Laboratories interface. Leave the connection running while Cornerstone is running. Shut the interface down when Cornerstone software is not running. If you connect to the Internet only to retrieve results: 1. Make sure you are at the workstation used for downloading results, and then dial the Internet service provider. 2. Double-click the IDEXX Reference Laboratories icon on the desktop to start the download.

Why are test prices incorrect?	
Possible Causes	Solutions
The prices specified on individual invoice items are wrong.	1. Select **List> Invoice** Item. 2. Search for and select the invoice item you want to update. 3. Click **Update**. 4. On the Information tab, change the price of the item in the **Amount** field, and click **OK**. 5. Repeat to update other prices. 6. Click **Close**.